Image Onsite Viewer Data Bases
Taxpayer Services Division
February 2006
For Internal Use Only

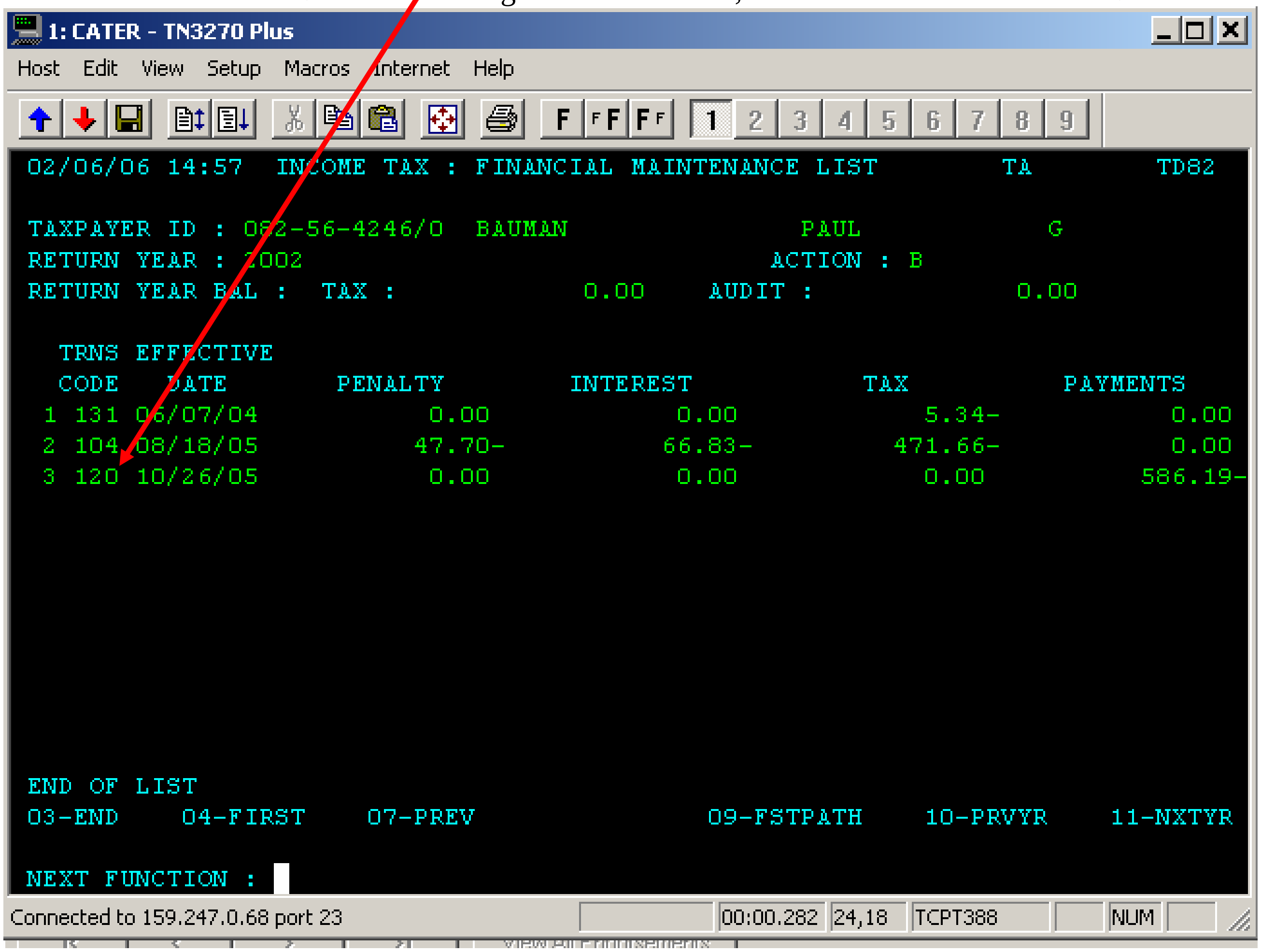
Used to look up income tax refund checks to see if the check was cashed. If the check was issued **on or after October 16, 2005**, you will follow the directions below to determine if the check was cashed. If the check was issued prior to October 1, 2005, use the directions for Image Viewer.
A designated staff person will also be able to retrieve a copy of the cancelled check for the taxpayer.

Overview: If a taxpayer says that he or she did not receive a refund check,

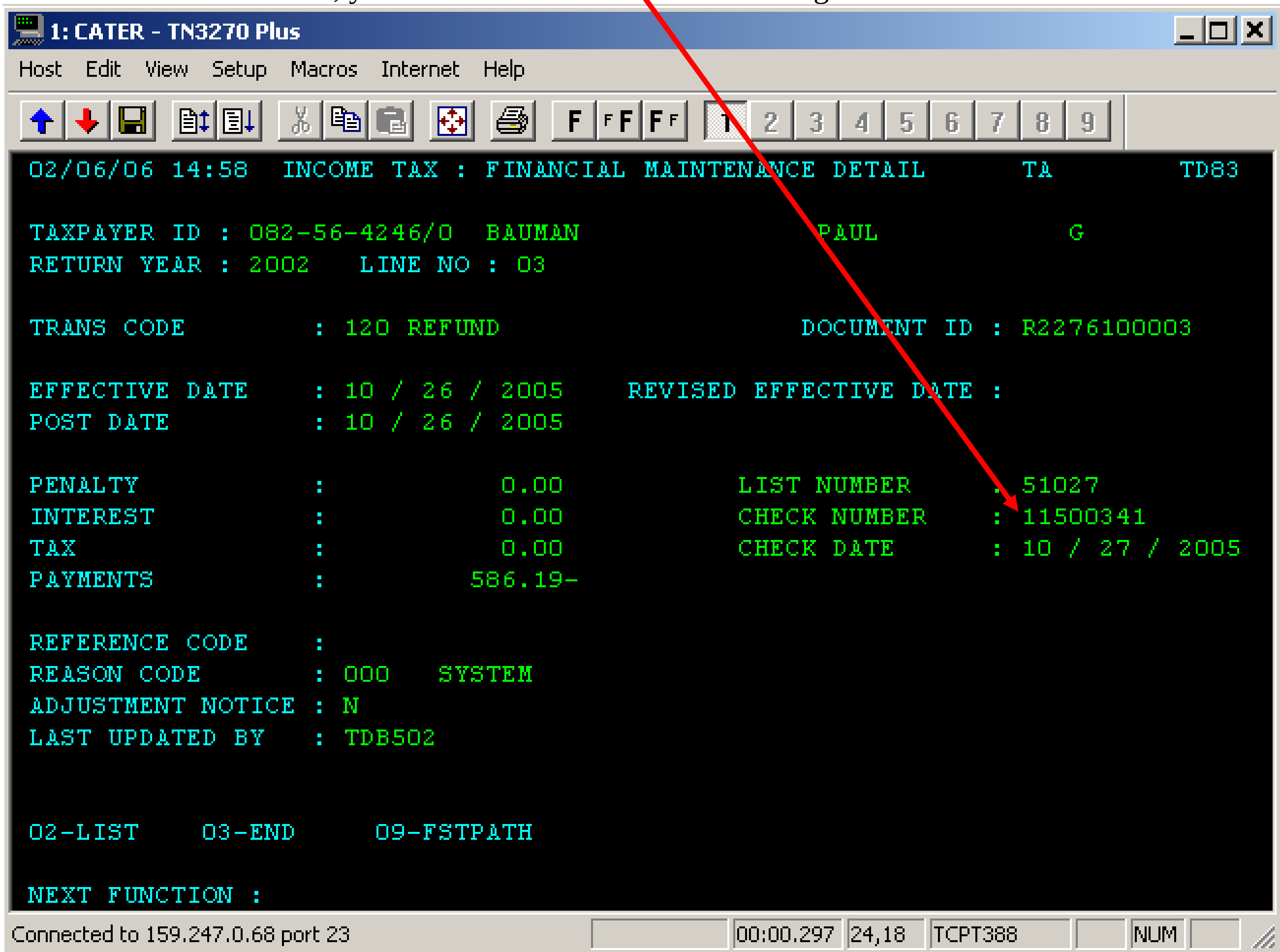
- Be sure that you are talking to the taxpayer. The taxpayer must call himself. You cannot give any information on the account to anyone else. The caller should know the amount of the refund, the full name and address, social security number and the same information for the spouse if the return was filed jointly.
- See if the refund was issued by going to **TD81** for the appropriate year.
- If you see **TRNS CODE 120**, showing a check issued and you do not see **TRNS CODE 121**, it means that the refund was issued and it has not been returned by the post office as undeliverable.
- See if the refund was issued by check or Direct Deposit, enter the number beside **TRNS CODE 120** beside Next Function on the bottom of the TD81 screen. That brings you to Financial Maintenance Detail, TD83. If the refund was Direct Deposited, you will see DIR DEP beside the Check Number. If a check was issued you will see the check number in that field.
- If a check was issued and the taxpayer asks if the check was cashed, use IMAGE ONSITE VIEWER DATA BASE only if it has been more than 4 weeks.

Step by Step Directions to use IMAGE ONSITE VIEWER DATA BASE

1. To get the check number, go into TD81. If the refund has not been returned by the post office (TRNS CODE 121) and has not been offset (TRNS CODE 128), check to see if the refund was issued by check. Enter the **number** beside the TRNS CODE 120 beside "Next Function" at the bottom of the screen. Hit Enter and go to Screen TD83, Financial Maintenance Detail.



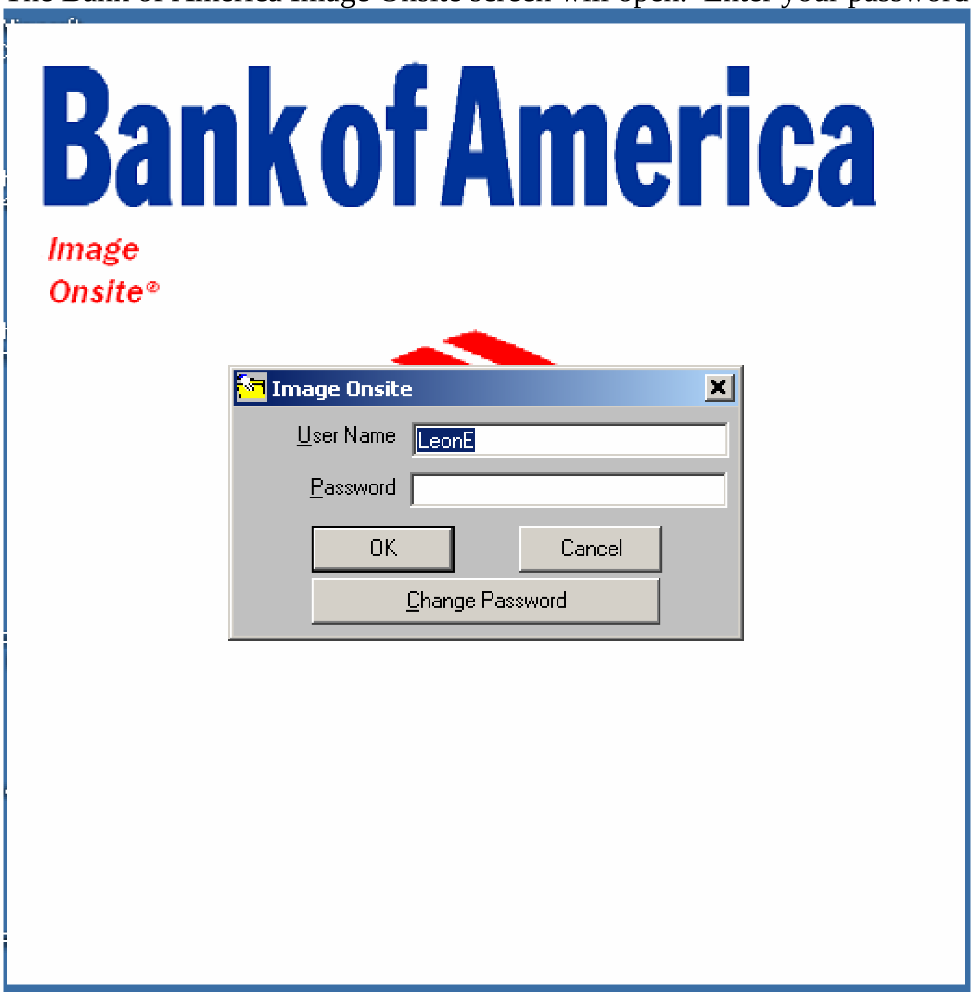
2. If a check was issued, you will see Check Number on the right side.



If the taxpayer wants to know whether the check was cashed and the check date is more than 2 weeks ago, you can find out by using the IMAGE ONSITE VIEWER DATA BASE

3. Double Click on Image Onsite Viewer Icon on desktop:

The Bank of America Image Onsite screen will open. Enter your password and hit OK



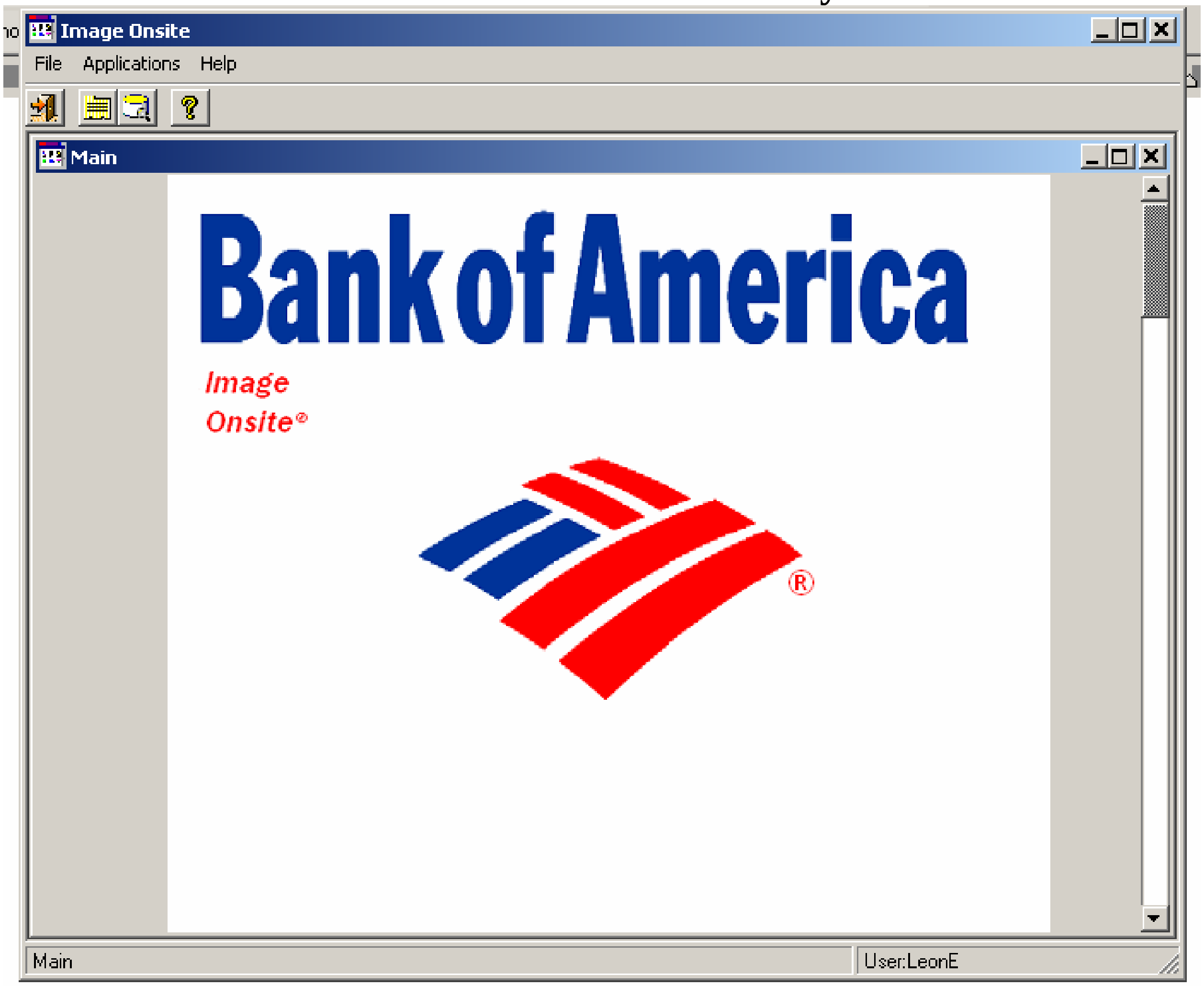


Image Onsite
File
Applications
Help
Main
Bank of America
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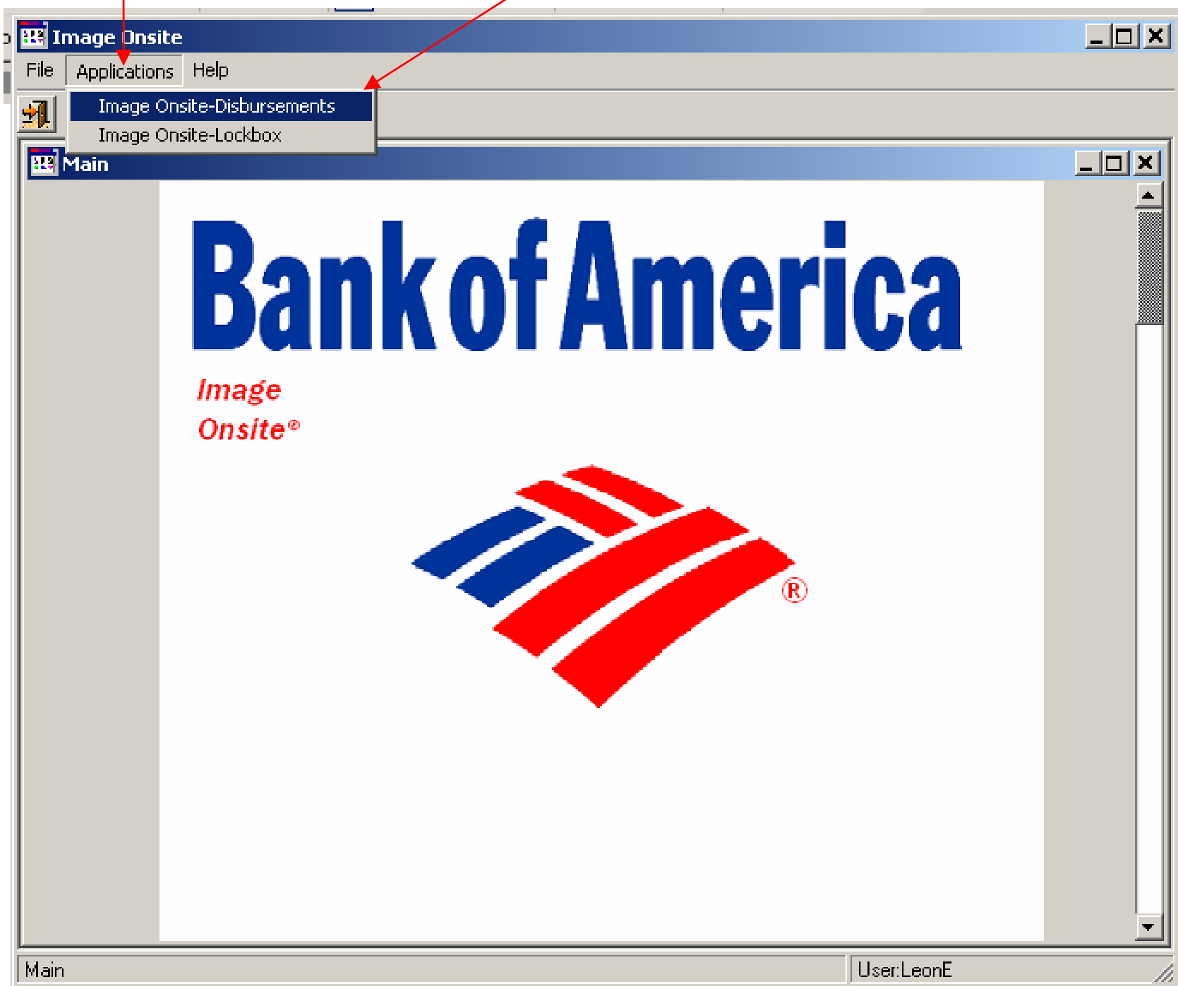
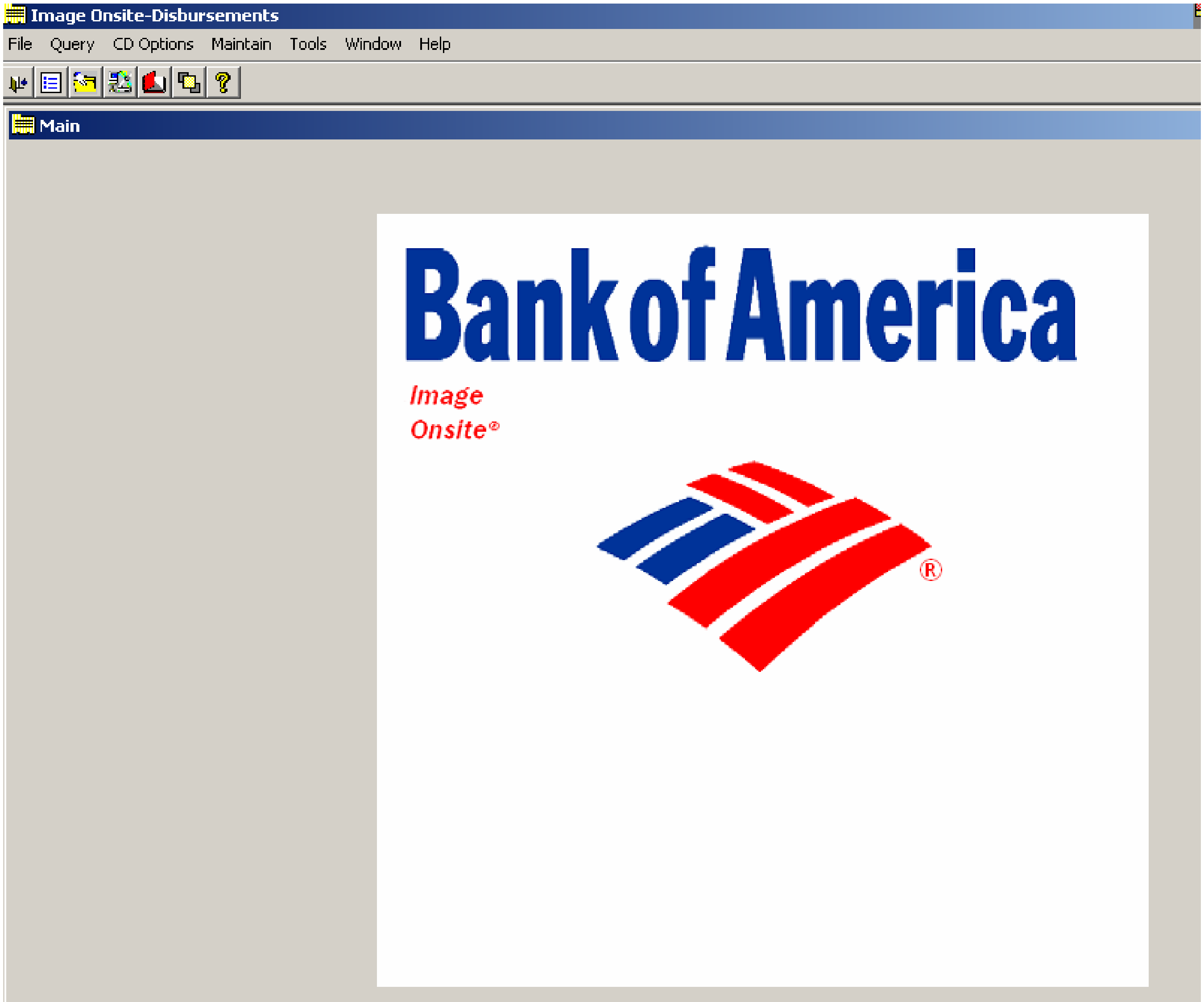
User:LeonE

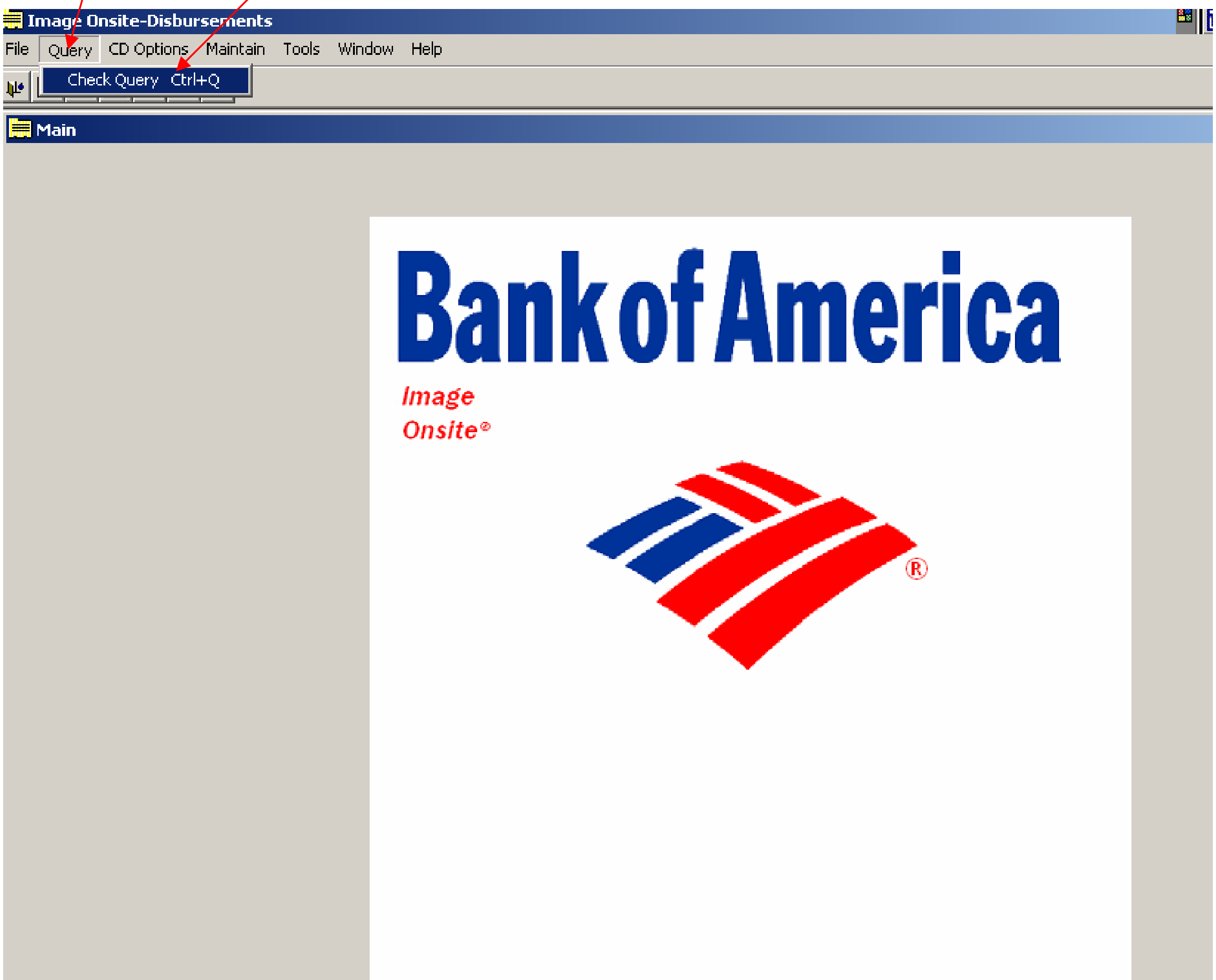
Select "Applications" and then "Image Onsite Disbursements"



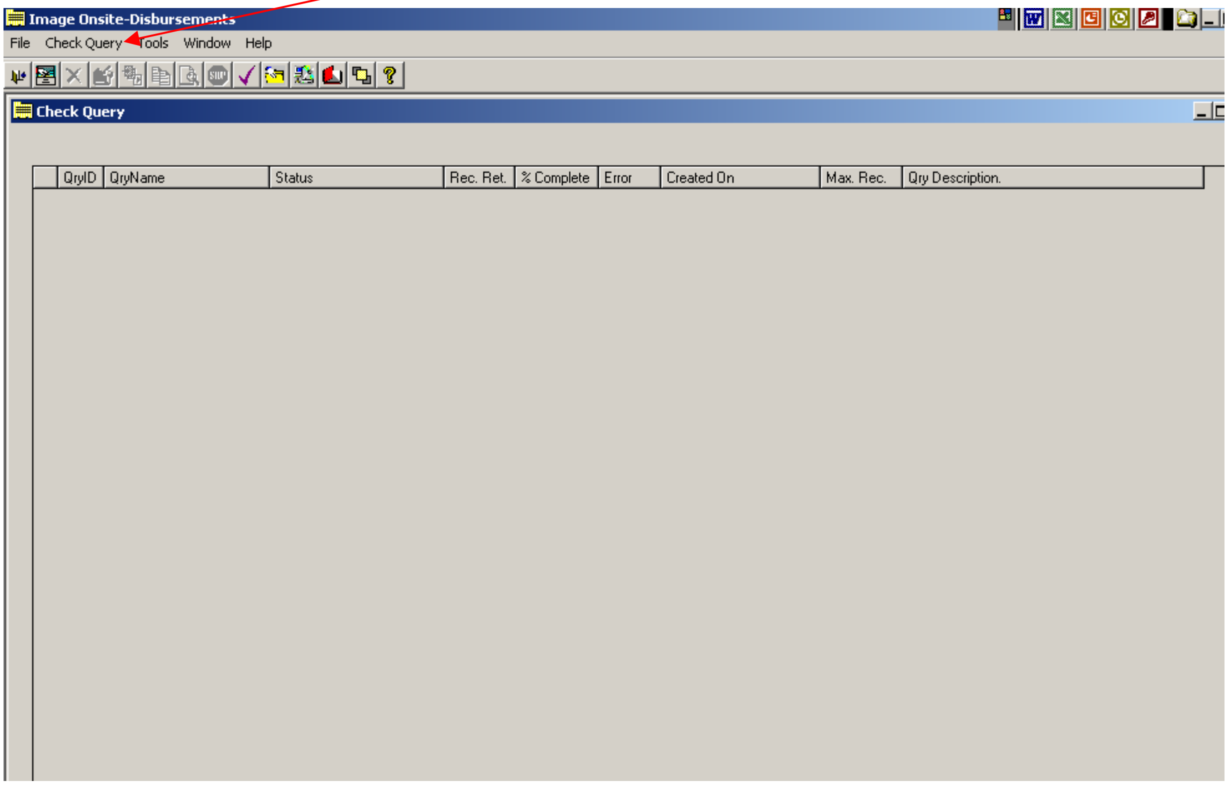
This page will be on your screen.



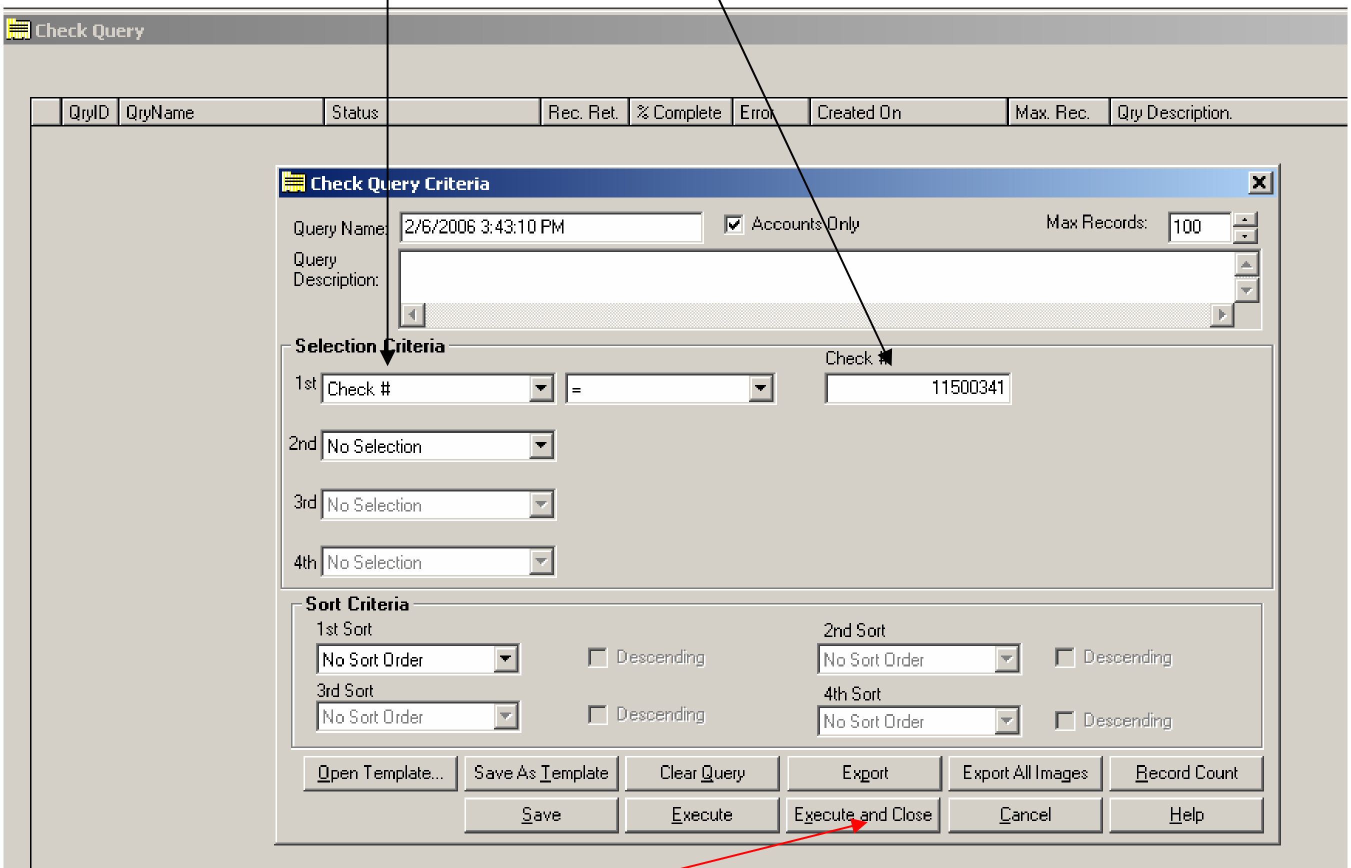
Select “Query” and “Check Query”



The Check Query Screen will open. Then select "Check Query" and "Add New" from the drop down box.

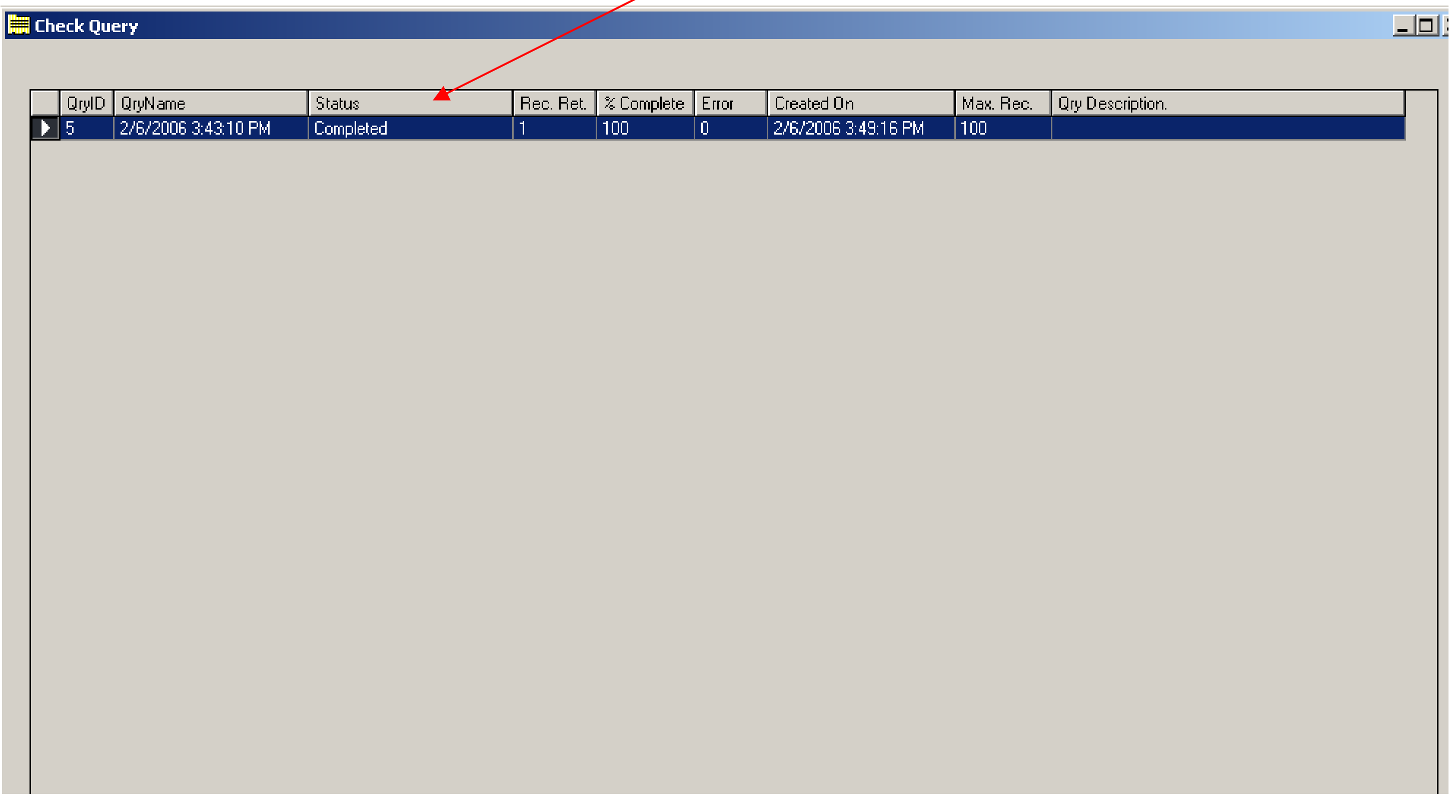


In the dropdown box beside 1st selection, choose "check #" and then type in the check number

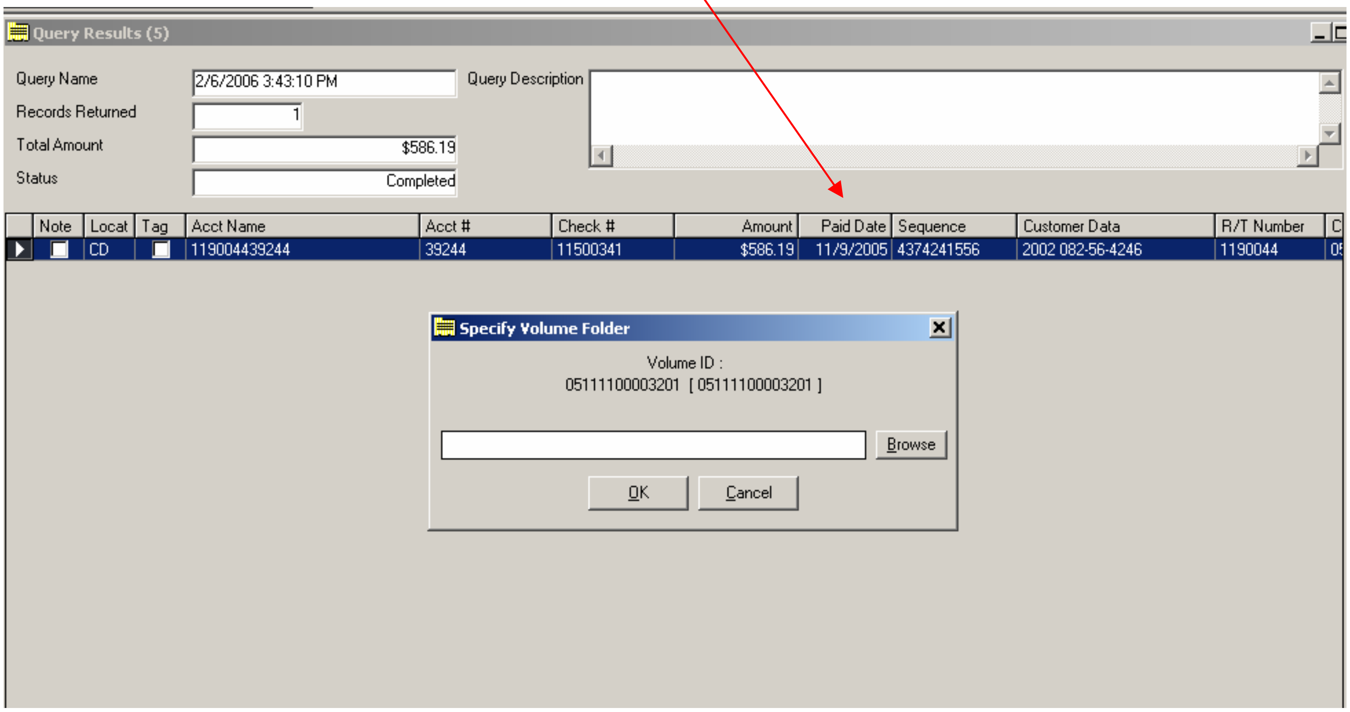


Click on "Execute and Close"

If the check was cashed, the Status box will read "Completed" after it searches the data base. It will take a few seconds.



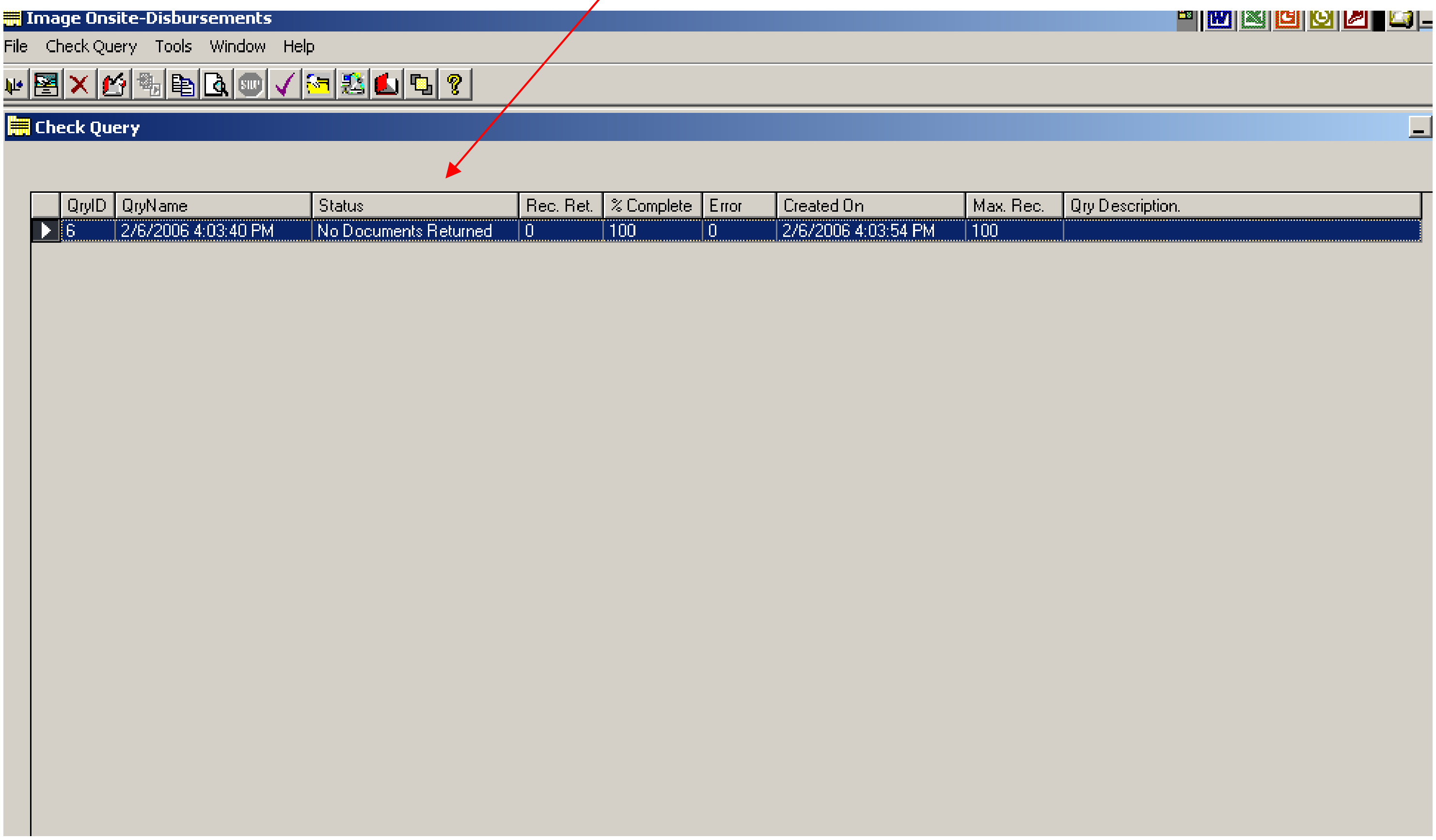
Double click on the blue line. You will see the Paid Date.



If you had access to the CDs from the bank on which the check images appear, you would then enter information into the Specify Volume Folder box and you would be able to see the actual check.

Based on the information you do have, however, you can tell the taxpayer that the **check was cashed** and the **date the check was paid**. Ask the taxpayer to check his bank records and/or contact his bank. If the check was cashed but the caller does not have a record of receiving and cashing the check, we can retrieve the check from the Image CD-ROM. Complete the request form to have the designated person print out a copy of both sides of the check. That person will mail the check along with a form letter and, if appropriate, a Fraud Affidavit. The taxpayer will be told in the form letter to complete the Fraud Affidavit if someone else cashed the check.

If the check was not cashed, you will see "No Documents Returned" in the Status Column after typing in the check number and clicking "Execute and Close". Remember, it takes a few seconds to search the data base.



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